

To: AmeriHealth Caritas Louisiana Providers

Date: October 10, 2025

Subject: [Informational Bulletin 25-28: Telemedicine/Telehealth Reference Guide](#)

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Telemedicine/Telehealth Reference Guide

Telemedicine/telehealth is the use of a telecommunications system to render healthcare services when a physician or other licensed practitioner and a beneficiary are not in the same location.

- **Originating site** means the location of the Medicaid beneficiary at the time the services are provided. There is no restriction on the originating site.
- **Distant site** means the site at which the physician or other licensed practitioner is located at the time the services are provided.

When otherwise covered, services located in the Telemedicine appendix of the Current Procedural Terminology (CPT) manual may be reimbursed when provided by telemedicine/telehealth. In addition, other specified services may be reimbursed when provided by telemedicine/telehealth when explicitly noted in a Medicaid provider manual.

Reimbursement

Louisiana Medicaid reimburses only the distant site provider, and not the originating site. Reimbursement for services provided by telemedicine/telehealth is at the same level as services provided in person. The beneficiary's clinical record must include documentation that the service was provided through the use of telemedicine/telehealth.

Billing

Medicaid covered services provided using telemedicine must be identified on claim submissions by appending the modifier "95" to the applicable procedure code and indicating the correct place of service (POS), either POS 02 (other than home) or 10 (home). Both the correct POS and the 95 modifier must be

present on the claim to receive reimbursement.

Additional information is located in the [Professional Services Provider Manual](https://www.lamedicaid.com/provweb1/default.htm) at <https://www.lamedicaid.com/provweb1/default.htm>.

For full details, please see [Informational Bulletin 25-22](#).

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached daily between 7:00 am – 7:00 pm.

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